

July 1, 2023

The Honorable Glenn Youngkin
Governor
1111 E. Broad Street
Richmond, Virginia 23219

The Honorable Janet D. Howell
Chair, Senate Finance and Appropriations Committee
Pocahontas Building, Room E509
Richmond, Virginia 23219

The Honorable Barry D. Knight
Chair, House Appropriations Committee
Pocahontas Building, Room W1312
Richmond, Virginia 23219

Dear Governor Youngkin, Senator Howell and Delegate Knight:

Please find attached the updated plan detailing uses for the funds made available for the Transformation Office from the current general fund. This report shall act as the July 1, 2023 update to our original plan that was originally shared with you on September 12, 2022.

As you know, \$10,000,000 from the general fund was made available for transfer to state agencies to help implement government transformation initiatives identified by the Chief Transformation Officer and approved by the Governor. Prior to the transfer of funds, the Chief Transformation Officer shall submit a plan detailing the intended use of the funds to the Governor and the Chairs of the House Appropriations and Senate Finance and Appropriations Committees.

The objectives for Transformation, specified in Executive Order 5, are to help build a culture of transparency, accountability, and constructive challenge across government, ensure employees at all levels are reminded that our government works for the citizens of Virginia, and drive changes improving the effectiveness and efficiency of our government. In short, we work to help make Virginia's government more responsive, efficient and transparent.

Our focus has been to continue working with a wide variety of Agencies to improve Virginian's experiences with government services and improve their effectiveness both rapidly and sustainably. Highlights from the most recent quarter include:

- Transitioned leadership of the ongoing **DMV** transformation to the new DMV Commissioner. DMV transformation team members executed 30 new transformation initiatives for a total of 65 through June. During this time, we maintained low in-person waiting times at DMV service centers, reduced service times to an average of 9.9 minutes

in May, identified process efficiencies, improved training, and continued working with 52 individual DMV employees who each own an average of 3.5 transformation initiatives.

- At the **VEC**, we increased First Level Appeals weekly output over 100% by fostering an environment of innovation, collaboration and measured testing; integrated Robotic Process Automation (RPA) to augment staff capabilities in manually repetitive tasks; raised Adjudication Timely Decisions by over 20% to give claimants quicker resolutions for issues on their claims and raised First Pay Timeliness over 30% for faster payment turnaround. VEC successfully launched UIDirect, the rebranded Customer portal, to better stop fraudulent activity and simplify the customer experience
- Launched a multi-agency transformation effort to sustainably improve prisoner re-entry success. This is focused on improving **VADOC** supervisees' access to six success factors, including housing, medical, behavioral health and substance abuse treatment, employment, and appropriate supervision utilizing a first-of-its-kind dashboard.
- The Chief Transformation Officer worked closely with VEDP's President/CEO and leadership team to provide expertise and project guidance to the Governor's priority effort to implement new approaches to **accelerate Economic Growth** across the Commonwealth through improved strategic focus and improved collaboration across Agencies.
- Partnered with the Secretary of Labor and third-party experts to develop detailed plans to successfully stand-up, transition, and operationalize the new **Workforce Development Agency (VDWDA)** over the next 15 months. Began a cadence of weekly updates and Program Management Office (PMO) meetings to ensure rapid progress.
- Collaborated with the Secretaries of Administration and Finance to develop and launch multiple workstreams to identify opportunities to improve government effectiveness.
- Provided continued project management resources to the **Partnership for Petersburg, "Right Help Right Now"** behavioral health transformation, and **Secretary of Education**.

Specific planned projects are listed on the attached schedule with information about their costs, partner agency, objectives, and uses for the funds with updated amounts. All amounts estimated.

Next Steps

The Secretary of Finance, in consultation with the CTO, shall authorize the transfer of additional amounts from this list to the identified agencies in support of the transformation initiatives.

I look forward to providing continuing quarterly program updates to you and the Chairs of the House Appropriations and Senate Finance and Appropriations Committees. As always, please share any questions or additional suggestions you may have as we continue to work together to make Virginia the best place to live, work, and raise a family.

Sincerely,



Eric J. Moeller
Chief Transformation Officer
Cc: Jeffrey Goettman